PATENTS

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For:	TELEPHONIC-INTERFACE	) June 7, 1995
	STATISTICAL ANALYSIS	)
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		) T. Brown
Docket No.:	231/039	)
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PRELIMINARY AMENDMENT

January 13, 1998

Box Patent Application
Assistant Commissioner
     for Patents
Washington, D. C. 20231

Sir:

     Prior to examination please amend the above-identified

application as follows:

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Please cancel claim 1, without prejudice, and add the

following new claims 29-41.

1   29. A system to be utilized with a telephone facility for

2   on-line handling of customer data contained in a memory in

3   accordance with a select operating format comprising:

4   means for receiving called terminal digital data (DNIS)

5   signals automatically provided by said telephone facility to

6   identify said select operating format from a plurality of

7   distinct operating formats and for receiving caller

8   telephone number data from said telephone facility;

9   an operator terminal for use by a person to communicate

10   through the telephone facility;

11   interface switching means connected to said receiving

12   means and said operator terminal for receiving incoming

13   calls;

14   computer means coupled to said interface switching

15   means for connecting an incoming call by a caller to said

16   operator terminal based on a condition, said caller

17   telephone number data being stored in said memory such that

18   said computer means in accordance with said select operating

19   format is capable of accessing said customer data on a

20   selected customer which has a telephone number corresponding

21   to said caller telephone number data automatically provided

22   from said telephone facility, said computer means visually

23   displaying said customer data on a selected customer and

24   said operator terminal capable of providing data entries to

25   said memory; and

26   said customer data on a selected customer contained in

27   memory is updated by incorporating said data entries into

28   said customer data.

1   30. A system to be utilized with a telephone facility

2   according to claim 29, further comprising:

3   voice generator structure coupled to said interface

4   switching means for prompting callers to enter digital data.

1   31. A system to be utilized with a telephone facility

2   according to claim 29, further comprising:

3   qualification structure coupled to said computer means

4   for testing said customer data.

1   32. A system to be utilized with a telephone facility

2   according to claim 31, wherein said qualification structure tests

3   a caller provided PIN number.

1   33. A system to be utilized with a telephone facility

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2   according to claim 29, wherein said operator terminal provides

3   data entries relating to said caller.

1   6 34. A system to be utilized with a telephone facility

     according to claim 29, wherein said operator terminal is provided

     with a display of data relating to said select operating format

4   under control of said called terminal digital data (DNIS)

5   signals.

1   7 35. A system to be utilized with a telephone facility

2   according to claim 29, wherein said customer data on said

3   selected customer includes data specifying a limit on use.

1   8 36. A system to be utilized with a telephone facility

2   according to claim 35, wherein said limit on use specifies a

3   predetermined number of uses.

1   9 37. A system to be utilized with a telephone facility

2   according to claim 35, wherein said limit on use specifies a one

3   time only use.

1   10 38. A system to be utilized with a telephone facility

2   according to claim 35, wherein said limit on use specifies a use

3   relating to a dollar amount.

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1   // 39. A system to be utilized with a telephone facility

2   according to claim 35, wherein said customer data on a selected

3   customer includes data based on a specified limit on a number of

4   calls from said caller during specified multiple intervals of

5   time wherein said specified limit is automatically refreshed at

6   the beginning or the end of each of said multiple intervals of

7   time.

1   12 40. A system to be utilized with a telephone facility

2   according to claim 35, wherein said limit on use specifies an

3   extent of access.

1   13 41. A system to be utilized with a telephone facility for

2   on-line handling of customer data contained in a memory in

3   accordance with a select operating format comprising:

4   means for receiving called terminal digital data (DNIS)

5   signals automatically provided by the telephone facility to

6   identify the select operating format from a plurality of

7   distinct operating formats;

8   an operator terminal for use by a person to communicate

9   through the telephone facility;

10   interface switching means connected to the receiving

11   means and the operator terminal for receiving incoming

12   calls; and

13   processing means connected to the interface switching

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14	means for receiving customer number data entered by a caller
15	and for storing the customer number data in a memory and
16	based on a condition coupling an incoming call to the
17	operator terminal, the processing means visually displaying
18	the customer number data, the operator terminal providing
19	other data entries to the memory to update data relating to
20	the caller.

REMARKS

By this preliminary amendment, Applicant has canceled existing claim 1 from the prior application and has introduced claims 29-41. Claims 29-40 correspond generally to claim 29 (canceled in the prior application) and its dependents in the prior application with variations and claim 41 corresponds to claim 51 (as originally presented, before amendment). Applicant respectfully requests continued consideration of these claims in this continuation application.

Respectfully submitted,

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